

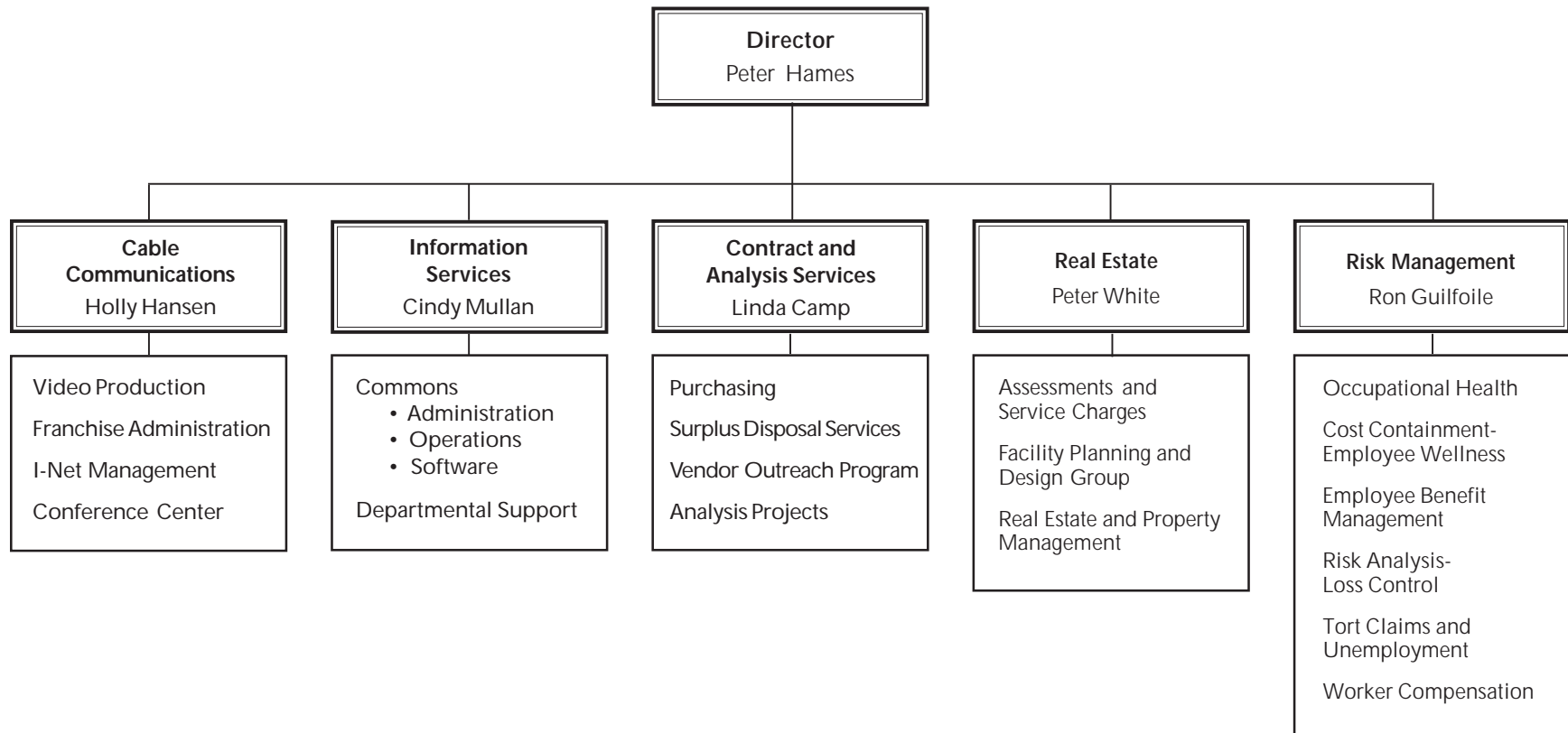
# **Department of Technology and Management Services**

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## **Mission Statement**

To provide technology leadership and superior management services that are responsive to our customers' current and future needs.

# Technology and Management Services



## Technology and Management Services

DEPARTMENT/OFFICE DIRECTOR: PETER HAMES

	1999 2ND PRIOR EXP & ENC *	2000 LAST YEAR EXP & ENC *	2001 ADOPTED BUDGET	2002 MAYOR'S PROPOSED	2002 COUNCIL ADOPTED	ADOPTED CHANGE FROM MAYOR'S 2001	ADOPTED
<hr/>							
<b><u>SPENDING APPROPRIATIONS</u></b>							
001 GENERAL FUND	8,014,191	6,776,881	7,478,165	7,434,790	8,268,059	833,269	789,894
124 CONTRACT AND ANALYSIS SERVICES	961,717	900,797	1,062,720	998,756	998,756		63,964-
160 FMS-REAL ESTATE MGMNT FUND	2,360,373	1,741,906	1,730,181	1,874,164	1,874,164		143,983
164 INFO SERVICES INTERNAL SERVICES F			170,000	170,000	170,000		
165 TMS SPECIAL PROJECTS FUND Y	103,958	332,450	1,037,325	752,280	752,280		285,045-
166 CABLE COMMUNICATIONS SPEC REV FUN	1,779,234	1,596,581	1,642,510	1,970,514	2,517,812	547,298	875,302
626 CITY-WIDE DATA PROCESSING	706,129	722,417	870,604	984,263	984,263		113,659
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TOTAL SPENDING BY UNIT	13,925,602	12,071,032	13,991,505	14,184,767	15,565,334	1,380,567	1,573,829
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<b><u>SPENDING BY MAJOR OBJECT</u></b>							
SALARIES	5,379,968	5,396,356	6,053,490	6,318,104	6,345,907	27,803	292,417
EMPLOYER FRINGE BENEFITS	1,576,713	1,658,310	1,734,736	1,917,909	1,926,375	8,466	191,639
SERVICES	3,941,234	2,926,118	3,056,091	3,467,746	4,267,746	800,000	1,211,655
MATERIALS AND SUPPLIES	347,079	563,043	379,493	411,859	411,859		32,366
MISC TRANSFER CONTINGENCY ETC	856,658	1,074,454	1,420,791	1,482,125	2,026,423	544,298	605,632
DEBT	168,715	163,708	253,017	253,017	253,017		
STREET SEWER BRIDGE ETC IMPROVEMENT							
EQUIPMENT LAND AND BUILDINGS	1,655,235	289,043	1,093,887	334,007	334,007		759,880-
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TOTAL SPENDING BY OBJECT	13,925,602	12,071,032	13,991,505	14,184,767	15,565,334	1,380,567	1,573,829
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		13.3-%	15.9 %	1.4 %	9.7 %	9.7 %	11.2 %
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<b><u>FINANCING BY MAJOR OBJECT</u></b>							
GENERAL FUND	8,014,191	6,776,881	7,478,165	7,434,790	8,268,059	833,269	789,894
SPECIAL FUNDS							
TAXES	1,455,299	1,664,048	1,420,300	1,839,000	1,839,000		418,700
LICENSES AND PERMITS							
INTERGOVERNMENTAL REVENUE		156,626		200,000	200,000		200,000
FEES, SALES AND SERVICES	2,154,665	2,229,398	2,705,027	2,794,332	2,794,332		89,305
ENTERPRISE AND UTILITY REVENUE							
MISCELLANEOUS REVENUE	1,729,701	1,660,365	2,048,937	1,676,637	1,676,637		372,300-
TRANSFERS	225,652	6,849-	283,300	292,786	292,786		9,486
FUND BALANCES			55,776	52,778-	494,520	547,298	438,744
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TOTAL FINANCING BY OBJECT	13,579,508	12,480,469	13,991,505	14,184,767	15,565,334	1,380,567	1,573,829
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		8.1-%	12.1 %	1.4 %	9.7 %	9.7 %	11.2 %

## Budget Explanation

### Major Changes in Financing and Spending

#### Creating the 2002 Budget Base

The 2001 adopted budget was adjusted to set up the base for the year 2002. The Technology and Management Services Department budget was increased for the anticipated growth in 2002 for salaries and fringes related to the bargaining process, including a general fund share for Contract Analysis and the Design Group in the special funds. The department received its share of the city-wide base increase for motor fuel, heating and electricity costs. The one time technology items added by the mayor in 2001 were removed from the 2002 base. Finally, a spending cap was imposed on the department's adjusted general fund budget to limit the growth of government spending and to avoid an increase to the city's property tax.

#### Department Proposals

Technology and Management Services (TMS), reduced its 2002 general fund spending request by \$189,949, or 2.5% from its 2001 adopted budget. Like other support functions, TMS was given an additional base reduction target in 2002. These strategies will help achieve the mayor's goal of no property tax increase in 2002. Some notable changes include:

#### Major Changes in Spending

- C The estimated increase in cable franchise fees for 2002 has helped to fund three over-base budget projects: upgrade CityLink, the city's television network; conduct a franchise fee audit; and hire an entry-level Video Production Assistant. An additional \$100,000 is also budgeted as a contribution to the general fund, for a total contribution of \$862,741.
- C Information Services reduced its base budget despite substantial increases in salaries, benefits and rent. Decreases were achieved by reducing the number of owned PCs replaced in 2002, leaving an anticipated vacancy due to retirement open for a month and reducing maintenance funds. IS also proposed several "above the base" requests in personnel, hardware and software that support citywide technical capabilities.
- C To better allocate the costs of managing property assessments, some general fund spending in Real Estate was shifted to special funds.

#### Major Changes in Financing

- C I-Net users were charged a user fee for the first time in 2001. This fee is subsidized by a grant from AT&T Broadband and Cable Office fund balance. The user fee for 2002 is projected to raise \$46,155, which will be collected from City I-Net user departments.
- C The cable franchise fees have increased due to the cable system upgrade and new services that are being offered as a result of the upgrade.

## Strategic Plans

- C Minimize the gap between revenue and expenditures and increase the amount of financing resources available.
- C Provide management information, services and analysis to support various city projects, evaluations and decision making. Identify the best practices that can help us improve our performance.
- C Measure customer satisfaction and gather feedback on ways to improve our ability to add value to customers' operations.
- C Provide staff training and development to enhance their ability to work effectively with customers, and reinforce those skills through evaluations and coaching.
- C Provide focused, active leadership and support for all city departments' use of information and technology by delivering core functions and services.
- C Establish a healthy technical environment by providing:
  - < Adequate funding and support
  - < Technical staff deployment and development
  - < Strategic planning
  - < Commons area support functions
- C Use the Technology Initiative funding that has been provided to accomplish specific activities. These activities will maintain and enhance a viable technical infrastructure that allows city departments to effectively use technology to meet their strategic goals.
- C Expand the quality and use of the Institutional Network (I-Net) so that it effectively replaces telephone lines as a communications medium for voice, data and video.
- C Use the Internet and Intranet to provide access to departmental services.
- C Continuously look for innovative ways to deliver departmental services.

## Budget Explanation (continued)

### Mayor's Recommendations

In preparing the 2002 proposed budget, the mayor recommended accepting the department proposals contained in the submitted budget, with these exceptions,

- transfer funding for two positions to Information Services, first from City Attorney, and second from Citizen Services and Fire and Safety Services,
- recognize some financing from one of License, Inspections and Environmental Protection's funds to cover some of the cost for an Information Service position mentioned above, and
- add a contingency for unemployment compensation related to a possible turnover of the department director.

### Council Actions

The city council adopted the Technology and Management Services department budget and recommendations as proposed by the mayor, and approved the following changes recommended by the mayor,

- C add \$800,000 for implementation of the E-government initiative,
- C add funding (\$36,269) to hire a new benefits specialist (0.7 fte) to transition the responsibility for open enrollment and related employee benefit duties from a long-term employee who is retiring, and
- C place in contingency the Public Educational and Government Access (PEG) capital grant funds received from AT&T Broadband in 2001 until the appropriate use of these funds can be determined. (\$547,298)

The city council made these further changes,

- C eliminating the \$3,000 contingency for unemployment compensation costs in this department and placing the budget authority in specified contingency in the general government accounts.

## Ongoing Services Provided

- C Citywide technology management services, including: network and desktop support, strategic information planning and policy setting, technical training, departmental systems support and other IS consulting services.
- C Video production and meeting cable coverage for the city and Ramsey County.
- C City Hall-Courthouse Conference Center reservations and audio-visual support.
- C Cable TV franchise administration; acting as liaison between the city and the cable company.
- C Institutional Network (I-Net) management, guide and support development of the uses for I-Net.
- C Purchasing, contract and analysis services.
- C Disposal of surplus property.
- C Property assessment and service charge administration.
- C Real estate brokerage services.
- C City property management services.
- C City Hall Annex management.
- C Building design, inspection and project management.
- C Benefits administration and related labor negotiations support, including cost containment.
- C Safety and ADA programs.
- C Workers' Compensation and tort liability management.
- C Unemployment insurance monitoring.

## Fact Sheet

### *Cable Communications*

The Office of Cable Communications (OCC) produced 282 hours of live city and county meeting coverage, 68 other programs and 11 promos in 2000.

OCC programs won two first place and one second place national video awards and four state video awards.

The OCC processed 926 CHCH Conference Center reservations and cancellations and performed 340 audio/video set ups, serving approximately 25,400 customers in the process.

All city departments who can use the Institutional Network (I-Net) are now using it for high-speed data communications.

### *Contract and Analysis Services*

The costs of all contract and analysis services are allocated among users based on actual use of services. In 2000, allocations were 46.1% to the city, 12.56% to the Regional Water Utility, 39.66% to Ramsey County and 1.04% to the Saint Paul Port Authority.

The city has cooperative purchasing agreements with more than 50 local governments.

Contract and Analysis Services and the Office of Financial Services have jointly developed a procurement card program for the city. These cards will help the city to streamline the processing of small purchases, travel expenses and other kinds of transactions. Card usage has expanded by more than 300% since its inception in 1999.

### *Information Services*

The city's technology base includes over 4,000 hardware units, running more than 5,000 software applications on 150 miles of networked cable and wire.

The city operates 35 Local Area Networks (LANS), or host computers, and close to 200 separate computer systems.

The city has in place three Web servers, with more than 50,000 requests per week (over 200 million characters transmitted/received each week).

Approximately 2,100 city staff have e-mail addresses; more than 12,000 e-mail messages are issued every day.

### *Real Estate*

The Real Estate Division annually processes the approval of \$24 million and the collection of \$18 million in capital assessments and service charges, and manages the outstanding balance of \$18 million of capital assessments.

The Real Estate Division manages 95,000 square feet of space in the City Hall Annex. The 90,000 square feet of city-occupied space in City Hall is leased from Ramsey County.

The Real Estate Division acquires 30 parcels and vacates 25 parcels of land per year on behalf of the city.

### *Risk and Employee Benefit Management*

Overall, citywide risks (health insurance, workers' compensation and other benefits) cost almost \$29 million annually. In 1999, however, our health care cost per employee was an estimated 8% below the national average.

The Police, Fire, and Parks and Recreation Departments received bonuses by meeting stated objectives in the city's Safety/Workers' Compensation Incentive program.